

Assignment 3 (continued)

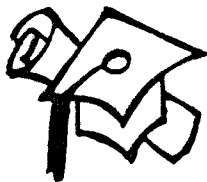
Performance Evaluation			
Upon observing the trainee, I believe that the trainee's performance rates— In each performance requirement listed below.	Exceeds Expectations	Meets Expectations	Below Expectations
Ensure compliance with freight receiving and freight stocking standards.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Sharpen your selling skills.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Ensure compliance with divisional hanging/folding standards.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Ensure compliance with divisional signing standards (including the operation of signing devices).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Ensure accuracy and follow-up on price changes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Ensure compliance with divisional fixture usage/maintenance standards.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Ensure compliance with merchandising standards.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Audit cashier proficiency (including the CDR and ECR reports).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Develop your ability to order supplies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Audit and take appropriate action on file maintenance exceptions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			

MJ Exhibit 18

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Evaluation ♦ 99

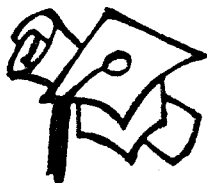
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Assignment 3 (continued)

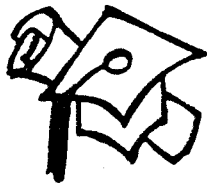
Performance Evaluation			
Upon observing the trainee, I believe that the trainee's performance rates— in each performance requirement listed below.	Exceeds Expectations	Meets Expectations	Below Expectations
Audit and take appropriate action on missing markdown and markdown exception reports.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Develop your ability to authorize any manager discretion markdowns.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Develop your ability to assist in the inventory process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Maintain and audit the Out-of-Stock Adjustment Control Log.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Follow-up and take appropriate action on Customer requests.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Coordinate implementation of the weekly Merchandise Specialist Notes at a management level.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Implement and audit ads.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Ensure compliance with planograms.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Identify the current market trends.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Audit and take appropriate action on scan audits.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			

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Assignment 3 (continued)

Performance Evaluation			
Upon observing the trainee, I believe that the trainee's performance rates-- in each performance requirement listed below.	Exceeds Expectations	Meets Expectations	Below Expectations
Audit and take appropriate action on Report Code 12 and Report Code 22.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Communicate an understanding of the visual display person's role.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Review on-line sales information and take appropriate action.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Complete, audit, and follow-up on written distribution center returns, weekly WDCR recap, and Returns to Supplier.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Ensure compliance with ticketing standards.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Ensure compliance to the quality ordering standards (including RMS, basic, ad, and special orders).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Process salvage and audit salvage procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Ensure vendor sign-in on the vendor logs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Coordinate implementation of the seasonal merchandising plans and the sales event bulletins.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			



Assignment 3 (continued)

Performance Evaluation			
Upon observing the trainee, I believe that the trainee's performance rates— in each performance requirement listed below.	Exceeds Expectations	Meets Expectations	Below Expectations
Assist with preparing seasonal critiques for the Regional Sales and Merchandising Supervisor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Perform the opening PIC job functions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Perform the closing PIC job functions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			



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Continental Management Training

Prerequisites

Getting Started

Merchandising

Merchandise and
Inventory Control

Operations



PREREQUISITES

Before beginning ALE Relief Assistant training, you must complete the prerequisites listed in this chapter. Here's what to do:

1. Meet with your training manager to discuss which prerequisites you still need to complete.
2. Using the checklist on the next page, have your manager initial the prerequisites you have completed.
3. With your manager, schedule time to complete any prerequisites you have not yet satisfied.
4. Once your manager confirms that you have satisfied all prerequisites, you can go ahead with relief assistant training.

Divisional Management Training

ALE Relief Assistant Training

Prerequisites

Assignment: Complete prerequisites before starting relief assistant training.

Before beginning ALE relief assistant training, you must complete the following prerequisites. If you have not successfully completed any of these prerequisites, your training manager will schedule you to do so. Once your training manager has confirmed that you have completed everything on the following list, you can begin relief assistant training.

Mgr. Initials/ Date	Prerequisite
____	<input type="checkbox"/> Complete the ALE PIC/Fourth-in-Charge training book.
____	<input type="checkbox"/> Complete Price Changer training.
____	<input type="checkbox"/> Complete Proactive Ordering training.
____	<input type="checkbox"/> Complete the Fundamentals of Management class.

Prerequisites

Getting Started

Merchandising

Merchandise and
Inventory Control

Operations



CHAPTER 1

GETTING STARTED

Check off each assignment once all of the activities for that assignment are complete. Then continue to work through your training book according to your plan.

Chapter Assignments	Page
<input type="checkbox"/> Assess your skill level with your training manager using the performance requirements chart.	1-2
<input type="checkbox"/> Create a training schedule.	1-5
<input type="checkbox"/> Submit weekly training reports to communicate what you have learned.	1-18
<input type="checkbox"/> Meet regional management.	1-19

Getting Started

Assignment: Assess your skill level with your training manager using the performance requirements chart.

This training assessment lists the performance requirements for a competent relief assistant.

- ☐ Work with your training manager to complete the performance requirements chart.
- ☐ Using the list of performance requirements, and the assignments located on the pages indicated, check off skills in which you are already proficient. Ask
 - ▶ Have I previously completed this task?
 - ▶ Do I do this task well?
 - ▶ Have I done this task well under pressure?
- ☐ Note the performance requirements in which you need to be trained.

Legend for table on following page:

Proficient. Has performed all aspects of the task in a reliable manner; no training needed.

Some proficiency. Has some experience; needs additional training to become proficient.

Training needed. No experience or practice with this skill; full training needed to become proficient.

ALE Relief Assistant

Performance Requirements Chart

Performance Requirement	Proficient	Some Proficiency	Training Needed	Page
Merchandising				
Assist Customers with product knowledge.				2-2
Evaluate department merchandising.				2-4
Coordinate implementation of the weekly Merchandise Notes.				2-5
Ensure compliance with divisional signing standards.				2-6
Set, sign, and audit ads.				2-7
Build department displays.				2-8
Create fashion presentations that adhere to divisional standards.				2-9
Determine the level to which the department reflects current market trends in your area.				2-10
Implement a seasonal merchandising plan or a sales event.				2-11
Critique seasonal displays to ensure compliance with seasonal plans.				2-12
Monitor compliance with the current planogram.				2-13
Audit the Out-of-Stock Adjustment Control Log.				2-15
Merchandise the Accessories section.				2-16
Merchandise the Junior's and Young Men's sections.				2-17
Merchandise and Inventory Control				
Use MAGIC to ensure accurate inventories.				3-2
Complete and follow up on Cosmetics orders.				3-3
Follow an ALE shipment through the receiving process, into the stockroom, and out to the sales floor.				3-4
Monitor and follow up on the Vendor Log.				3-5
Monitor and manage inventory levels.				3-6
Assist in the inventory process.				3-7

Getting Started

Performance Requirements Chart

Performance Requirement	Proficient	Some Proficiency	Training Needed	Page
Operations				
Write and follow up on daily tours.				4-2
Process physical and electronic mail.				4-4
Audit, correct, and file daily and weekly time and attendance reports.				4-5
Order supplies.				4-6
Ensure compliance with housekeeping, maintenance, and safety standards.				4-7
Audit the cashier proficiency reports.				4-8
Communicate an understanding of CSR, Wage & Hour, Weekly Sales, and Scan Sales reports.				4-9
Price Control				
Complete price changes.				5-2
Audit and take appropriate action on scan audits.				5-3
Assess price integrity.				5-4
Employee Development				
Complete an employee performance appraisal.				6-2
Prepare for an interview.				6-3
Assist a new employee with his or her benefits paperwork.				6-4
Describe the profit sharing and employee stock purchase plans.				6-5
Management Skills				
Monitor and maximize sales.				7-2
Communicate effectively.				7-3
Motivate and involve employees.				7-5
Delegate work and follow up to ensure accurate and timely completion.				7-6
Coach employees for increased performance.				7-8
Effectively resolve employee conflicts.				7-10
Resolve problems.				7-11
Effectively manage change.				7-13

ALE Relief Assistant

Assignment: Create a training schedule.

- ☐ With your training manager, create a training schedule using the calendars that begin on the next page.
 - ▶ Consider the training needs identified in the training assessment on the previous page.
 - ▶ Incorporate learning opportunities presented by daily and seasonal business, such as sales and holidays.
- ☐ Schedule time during your **first week** to learn OfficeVision. You will need it to submit your training reports.
- ☐ Schedule times to:
 - ▶ Meet with your training manager to discuss your progress and plan your next steps in the training program.
 - ▶ Make notes on what you have learned.
 - ▶ Complete the weekly training report.
- ☐ With your training manager, ensure your learning assignments are written into the daily tour.